

Fraser Suites, New Delhi
(A unit of IFCI Infrastructure Development Limited)
A Government of India Undertaking

CIN: U45400DL2007GOI169232

Plot No. 4 A District Centre

Mayur Vihar Phase -1 New Delhi-110091

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Website: delhi.frasershospitality.com, www.frasershospitality.com

IIDL (*Subsidiary of IFCI Limited-A Government of India Undertaking*) has its hospitality unit **Fraser Suites** (gold standard property) at Mayur Vihar, New Delhi which is managed in collaboration with internationally known iconic luxury hotel chain **Fraser's Hospitality**. **The experienced candidates should be from the HOTEL BACKGROUND only.** Applications from other sectors will not be accepted.

Sl. No.	Post	Eligibility	Age	Experience	Pay / CTC (Per Month)	No. of Vacancies	Employment Type
1	Client Relation Executive	Full time bachelor's degree / Hotel Management (Degree/ Diploma) Fluency in English	Not more than 25 years as on closing date	Minimum 01 year of experience in Front Office department and from similar hotel background only	CTC-INR 22,000	1	On Company's Contract. (FTC)
2	Assistant Manager Sales	Full time Graduate / Hotel Management (Degree/ Diploma.	Not more than 30 years as on closing date	Minimum 04 years in Hotel Sales post qualification	CTC-INR 42, 000	1	On Company's Contract. (FTC)

3	Sales Executive	Full time bachelor's degree / Hotel Management (Degree/ Diploma)	Not more than 25 years as on closing date	Minimum 01 year of experience in Hotel Sales post qualification	CTC-INR 25,000	1	On Company's Contract. (FTC)
4	Accounts Receivable Executive	Full time Commerce Graduate	Not more than 25 years as on closing date	Minimum 02 years in Accounts Receivable and from similar hotel background only	CTC-INR 27,000	1	On Company's Contract. (FTC)
5	Accounts Payable Executive	Full time Commerce Graduate	Not more than 25 years as on closing date	Minimum 2 year in Accounts Payable department and from similar hotel background only	CTC-INR 27,000	1	On Company's Contract. (FTC)
6	Duty Manager	Regular Full-time in Hotel Management (Degree/ Diploma), Fluency in English	Not more than 38 years as on closing date	Minimum 05 years in Front office and from similar hotel background only	CTC INR 40,000	1	On Company's Contract. (FTC)
7	Front Office Manager	Regular Full-time Hotel Management (Degree/ Diploma), Fluency in English	Not more than 45 years as on closing date	Minimum 07 years in Front office and at least 2 years in 4 stars hotel and above should be serving as FOM or AFOM in similar hotel	CTC INR 75,000	1	On Company's Contract. (FTC)

Assistant Manager -Human Resources
Fraser Suites New Delhi
Plot No. 4 A District Centre
Mayur Vihar Phase -1 New Delhi-110091
Tel: +91 11 47668899
Contact Person: Chandan Singh Rawat (HR)

Last date to apply: 10.12.2019

Notes:

1. Interested and **Eligible candidates** may send their resumes at careers@iidlindia.com or they may also send their resume in an envelope which should be super scribed with post applied for and should be sent at the address mentioned above.
2. CTC will be determined based on the experience, qualifications etc. of the successful/selected candidates.
3. Age Relaxation will be given in case of SC/ST (5 years) and OBC (NCL-for 3 years).
4. Reservation and Relaxation for SC/ST/OBC will be considered as per the rules.
5. Age, experience and eligibility relaxation will be considered in case of deserving candidates.
6. Candidate will be appointed on **contract basis for a period of 2 year (Front Office Manager contract will be for a period of 3 years)** and further extendable based on the performance and requirement.
7. Also, candidates are required to bring all original certificates (class 10th onwards) with self-attested photocopies on date of interview.
8. Caste Certificate for reserve category candidate (s) should be in prescribed format meant for employment in PSUs. Latest non-creamy layer certificate in respect of OBC candidates should be produced.
9. The selected candidates will not be given any accommodation and transport facility at the place of their posting.
10. FSND reserves the right to cancel this advertisement and selection procedure without assigning any reason.
11. Post qualification experience means the applicant should have working experience for the specified period after acquiring the prescribed educational/professional qualifications from a recognized and approved institution in India by AICTE / UGC / appropriate statutory authority.
12. The mere fact that a candidate has submitted the application against the advertisement and apparently fulfilling criteria as prescribed in the advertisement would not bestow on him/ her the right to be called for interview / considered for selection process. FSND at its discretion may also relax / lower qualifying standards /criteria in case suitable candidates are not available.
13. The total number of projected vacancies indicated in this advertisement may increase / decrease / be cancelled at the discretion of FSND, if need so arises, without any further notice and without assigning any reason thereof.
14. Only Indian Nationals are eligible to apply. While applying for any post, the applicant should ensure that he/she fulfils the eligibility and other norms mentioned above, as on the specified dates and that the particulars furnished are correct in all respects. In case, it is detected at any stage of recruitment that a candidate does not fulfil the eligibility norms and/or that he/she has furnished any incorrect/false information or has suppressed any material fact(s), his/her candidature will stand automatically cancelled. If any of the above shortcoming(s) is / are detected even after appointment, his/her services are liable to be terminated without any notice.

15. FSND reserves the right to call the candidates for any post and not necessarily to the post applied for. Mere eligibility will not entitle a candidate to be called for interview. The decision of FSND in this regard will be final and no correspondence in this regard will be entertained.
16. E-mail Id/ phone number/present address given in the application should be valid and functional for at least 6 months from the date of submission of application.
17. Any legal proceeding in respect of any matter of claim or dispute arising out of this advertisement and / or any application in response thereto can be instituted only in Delhi and courts/tribunals/forums in Delhi only shall have sole and exclusive jurisdiction to try any such cause/dispute.
18. FSND will not be responsible for any loss of application/ communication letter/ e-mail sent, due to invalid / wrong e-mail id/ wrong postal address/postal delay etc., in case of, any communication made by FSND. No request in this regard will be entertained.
19. The candidates are advised to go through the requirements of educational qualification, age, etc. and satisfy themselves that they are eligible before applying. If at any stage it is detected that, any FIR/ criminal case lodged/ pending against the candidate and it was found at an later stage that any information has been concealed by the candidate, even after gaining employment with the Company, His/her candidature/ appointment in the Company will be rendered ineligible/ cease to exist and the same will be treated void ab-initio without prejudice to any other action against him/her by the Company.
- 20. The selected panel for all the posts will be valid for 1 year if the selected candidate does not accept the offer of appointment or leave the organization within one year and will offer the post to next candidate in the panel.**

Job Description :

1. Post: Client Relation Executive

- Handle the check-in and check-out of guests including the processing of their reservation and rooming at the unit level.
- Handle all guest request during their stay.
- Handle all front desk cashiering duties.
- Organize and implement guest programs/plans that anticipate and meet guest needs and interest.
- Ensure all information must be updated periodically.
- Support sales/marketing by providing relevant information including customer feedback and sales leads.
- Contribute to increase customer satisfaction level and the ratio of compliments against complaints.

2. Post: Assistant Manager-Sales.

- Provide timely information flows in accordance with required sales administration process.
- Monitor and develop assigned accounts to ensure the achievement of sales targets.
- Maintain responsibility for all key accounts.

- Produce and pursue sales leads for the property.
- Maintain responsibly for and organize the designated portfolio of accounts.
- Implement the agreed tactical sales plan that focus on market niches and segments identified in the marketing plans
- Provide timely information flows in accordance with required sales administration process.
- Monitor and develop assigned accounts to ensure the achievement of sales targets.
- Maintain responsibility for selected key accounts.
- Maintain close, frequent and open communication within and across property on accounts and prospective customer.
- Process all reservations and lease agreement in a timely and efficient manner.

3. Post: Sales Executive

- Maintains relationships with clients by providing support, information and guidance, researching and recommending new opportunities, recommending profit and service improvements.
- Prepares reports by collecting, analysis and summarizing information.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state of the art practices, participating in professional societies.
- Contributes to team efforts by accomplishing related results as needed.

4. Post: Accounts Receivable Executive

- Assist in Monitoring and handling all company outstanding balances and working with front office and other department for collection from the customer.
- Assist other functions in operational problems to meet customer's need.
- Ensure established procedure for Accounts Receivable functions are complied.
- To promptly update of collection and other info in accounts receivable in the property Management System.
- Reconciliation of credit card statement with credit card entries done in receivable software.
- Collection of cash from front office and other department depositing in bank after getting approval of the GM.
- Reconciliation of payments received from customer (like OTA, corporates etc.) with the invoices.
- Sending bills to the companies and follow up for the payments.
- Maintain required records, reports and files in an organized manner.
- Prepare and process bills and deduction schedules.
- Assist and support in preparing financials of the organization.

- Preparation, checking and verification of commission of OTA and other associate of the organization.
- Perform other related duties as directed or as situation requires.

5. Post: Accounts Payable Executive

- Payment and liaise with supplier.
- Ensure that expenses are accurately entered into accounting system.
- Perform any special projects, analyses or report requested by superiors.
- Handling petty cash expenses.
- Bank reconciliation on monthly basis.
- Settlement of advances with the vendor invoices.
- Perform other related duties as directed or as situation requires.

6. Post: Duty Manager

- Greets the VIP guest of the hotel. As directed by Front Office Manager, performs special services of VIP Guest's.
- Manage, motivate and develop the operation team in order to efficiently achieve the object of the unit.
- Contribute to increase customer satisfaction level and the ratio of compliments against complaints.
- Checks on registration cards of arriving guest.
- Approves and sign for allowance s, rebates as required by Front Office cashier.
- Coordinates with all department concerned in order to maintain front office functions properly.
- Handles guest complaints in the shift and other related problems.

7. Post: -Front Office Manager

- Plan and oversee all front and guest service work processes from the arrival of the guest to their departure to ensure the meeting of all need.
- Co-operate with the manager of the different departments and within operations on the annual budget and the operations work plan.
- Oversee the development and implementation of creative plans and programs that anticipate and meet the guest needs and interest.
- Protect the welfare and interest of the guest and ensure the safekeeping of the property.
- Manage, Motivate and develop the operations team in order to efficiently achieve the objects of the property.
- Work closely and coordinate with the Sales and Marketing team to maximize occupancy and revenue.
- Prepare management reports.

- Contribute to the implementation of Fraser Experience.
- Contribute to increase customer satisfaction level and the ratio of compliments against complaints.